

Directions: Please complete shaded areas below.

Department Name: Consumer Services Department, Department of Procurement Management

Project Name: Business and Professional Document Repository

Project Amount:

Preparer Name & Contact Information:

Project Type: Please check (✓) one.



Enterprise



Communities of Interest



Department Specific

Funding Source: Please check (✓) one.



GF Capital



Proprietary Capital



Mandated Requirement

(If checked (✓), please indicate who is mandating this request as well as the time frame)



1 Department Priority of Initiative (1, 2, 3, etc.)

Section A

Background:

Provide any relevant background information to include existing investments in the proposed project. If applicable, please include any information explaining why this is a mandated project.

Miami-Dade County's Consumer Services Department and Department of Procurement Management currently use manual, paper-based systems to manage and track business and individuals that perform business functions for the County, are regulated by the County or both. These departments receive and generate voluminous amounts of information relating to their activities. Additionally, these departments share information with each other as well as other County departments on a daily basis.

Problem Statement:

Define the problem, need, or opportunity.

These County departments need to convert their paper documents to electronic documents in order to eliminate physical file rooms. By doing so, these departments will be able to share documents instantly across MetroNet, develop business process workflows for shared processes, and provide information to the citizen via 311 and the county's portal. The duplication of documents for various department file rooms would be eliminated.

The Department of Procurement Management is a department that interacts with every other department in the county, county vendors and the citizens. The opportunity for business process improvement would provide benefits to a wide range of departments, vendors, organizations and citizens.

Both departments receive extensive requests from the citizen and companies. The ability to research, retrieve and duplicate the documents consumes extensive resources within each department. An opportunity exists to enable EDMS will allow citizens and external organizations the ability to self-serve documents of interest from

the county portal. Documents would also be retrievable by the 311 answer center.

Solution:

What is the proposed solution?

The opportunity is to develop a repository for the Consumer Services Department and enhance the repository for the Department of Procurement Management. Once completed, the departments will develop several business process workflows enabling documents to travel electronically to the various decision makers regardless of which department they are a member.

An interface would be created between the repository and the county portal and 311 Answer Center. The portal interface will allow any citizen or external organization the ability to search for, and retrieve appropriate documents at their convenience; 24 hours a day, seven days a week. The 311 Answer Center interface would allow the Answer Center to research and provide the requested information without the need to redirect the phone call to either department.

Expected Benefits / Direct Payback:

State the benefits of solving the problem or reaching the goal. Hints: "How the project will reduce costs (perhaps from reducing redundant tasks such as data entry), better decision making at each step of a process (perhaps due to more accurate and timely information), or improved efficiency (thanks to fewer steps to process a transaction).

Specify collective benefits and identify benefits that are specific to each stakeholder. Wherever there are metrics (numbers or targets) for improvement, be sure to include them. Examples: "Reduce communications costs by 20%" or "Increase revenues by \$1,340,500 in fiscal year 2007.

The implementation of this EDMS solution is consistent with the County business plan to provide courteous, efficient, timely and responsive services to our clientele. The implementation will eliminate duplicate document storage as well as freeing up significant building space. The implementation of business process workflows will enhance the business and business processing. Documents never actually travel, therefore they cannot get lost.

Select documents will be made available to the public via the 311 Answer Center and the County's Portal.